

Getting Started Guide / FAQs

Large File Transfer (LFT) Secure File Sharing allows you to share files securely with recipients both inside and outside your organization.

1) Logging into the LFT Web User Interface

Log in to LFT at <https://transfer.ndc.nasa.gov> using your NOMAD email address and NOMAD password. Contact the [ESD Help Desk](#) if you cannot remember your NOMAD email address or password.

When you login, you will be on the File Manager Tab, by default. Click on the **Send File** Tab instead.

If you are a user external to NASA, you may have received an invitation email. Click on the link in the invitation email to access the Large File Transfer Website and register for an account. There you will create your own password.

To invite an external user to use LFT, a NASA user must log in to LFT, click the **Invite User** button, fill out the supply the external user's email address, and click **invite**.

The screenshot displays the NOMAD Large File Transfer Service interface. At the top, the NASA logo and 'NOMAD Large File Transfer Service' are visible, along with the user's email 'heather.o.kimley@nasa.gov' and links for 'Settings', 'Help', and 'Sign out'. Below this, there are two tabs: 'File Manager' and 'Send File'. The 'Send File' tab is active, showing a form with buttons for 'Send', 'Save Now', and 'Discard'. To the right of these buttons is an 'Invite User' button. The form includes a 'To:' field, a 'Subject:' field, and links for 'Add Cc' and 'Add Bcc'. Below the main interface, an 'Invite User' dialog box is open. It has a title bar with a close button (X). Inside, it says 'Invite user as a web client user'. There is a text input field for 'E-mail:', a text area for 'Add an optional note:', and two buttons at the bottom: 'Invite' and 'Cancel'.

2) Sending Files

Once logged-in, the **Send File** tab provides you with an interface to compose an email and attach a file. You can send individual files up to 2GB in size.

Once you have composed your email and attached a file, hit the **“Send”** button. Your file will first be uploaded to Accellion, and then your email will be sent along with a secure link to the file. You will be sent a notification email when your file is downloaded.

You can keep track of sent and received files under the Transfer section of the of the File Manager tab.

There is no minimum limit on file size. However, files under 20MB, can be sent as regular email attachments.

If you wish to send a file over 2GB, you will need to download an Accellion applet to assist you. You will be prompted to download the applet when you attempt to upload the file.

Speeds depend on the local computer being host, network traffic, bandwidth, and Center. As an example, it takes about 2.5 hours to upload a 4.5 GB file to the LFT server. It would take about the same amount of time for the recipient to download the file.

3) Are the files I send secure?

The NOMAD Large File Transfer service available at <https://transfer.ndc.nasa.gov> is now FIPS 140-2 certified for Data-in-Transit (DIT) and Data-at-Rest (DAR). The Federal Information Processing Standard (FIPS) Publication 140-2 is a U.S. government computer security standard used to accredit cryptographic modules. This satisfies the NASA policy requirement to encrypt sensitive but unclassified (SBU) information while in transit – therefore you do not need to encrypt a file using the NASA PKI (Entrust) or another encryption mechanism before sending it through LFT. As with any communication, be certain that the recipient has a need to receive the data.

4) Receiving Files

The recipient of a file shared via Accellion will receive an email containing a secure link. The recipient can click on the secure link to download the file. If the recipient is a first time user of the Accellion solution, they will first be asked to authenticate themselves. This is a quick automated procedure that includes verifying ownership of their email address. In general, anyone receiving a file from you can also send files back to you via Accellion. If a recipient is not able to send files, you may need to contact the [ESD Help Desk](#).

From: john.c.doe@nasa.gov
[mailto:john.c.doe@nasa.gov]
Sent: Tuesday, July 14, 2009 11:17 AM
To: Smith, Sue (DFRC-Z)
Subject: Master Presntation

File(s) will be available for download
until **21 July 2009**:

Attachment: [Master presentation final copy.ppt](#), 10,490.50 KB [Fingerprint: 7ffd8a002faa108d808ab9a0bd7ba5]

You have received attachment link(s)
within this email sent via the NASA
Large File Transfer service. To retrieve
the attachment(s), please click on the
link(s).
[Accellion File Transfer](#)

If you are sent a file over 2GB, it will be broken up and sent to you in two or more smaller files along with instructions on how to reassemble the pieces into one file.

5) How long are files available?

The file is only available to download for 7 days. The application is a “self-cleaning system.” Anything older than 7 days will be deleted.

6) Are files backed up?

No. LFT is considered a transitory “transport” system for files. It is not a storage system. You will have your local copy of the file before you upload it. You should keep that copy.

7) What happens if I send the file to a distribution list (DL)?

Sending to a mailing list external to the NOMAD Exchange system is not supported at this time. If you send to an external mailing list (e.g., lists.nasa.gov) all members will be sent an email message addressed to the listname, not the individuals. Since the LFT appliance uses each recipient's email address as a login, the mailing list users would all have to login in with the listname and share a password.

If you send a message to a NOMAD DL, all members will be sent an email message. Users can login using their NDC (NOMAD) password to download the file. The [NDC password for each individual is used](#).

8) Why can't I change my password?

Internal users may not change their NOMAD/NCAD password through this appliance. If you attempt to do so you will receive an error message asking you to contact the system administrator.

External users may change their password. The password change link is only for external users who are assigned a temporary password and need to change it.

9) Why did I get an error message when I tried to log in / upload a file?

All files passing through the LFT service will be scanned by an anti-virus solution for embedded malware. If there is a problem with your file, you will receive an error message.

Also, if there are too many users using the system at the same time, you will receive an error message.

10) Can I use Workspaces?

Workspaces, on the File Manager Tab, is not supported. It is highly recommended that you use the options on the Send File Tab instead.

If you choose to use Workspaces, do not click “groups” under step 2 or you will send your file to all NOMAD users. Instead choose Add Users at step 2.